1999 Communications and Customer Service Conference

November 2 - 4

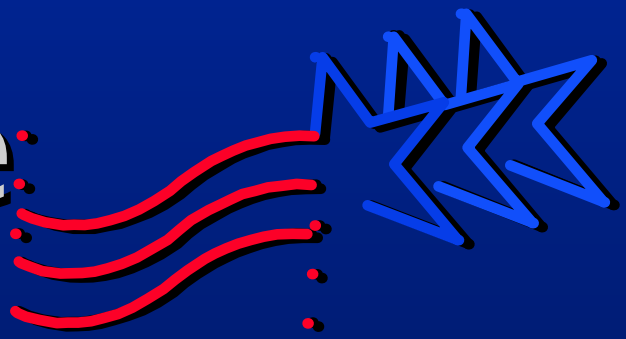
TRACK 2

Customer Service/Beneficiary Education

W201 – Special Programs, “Toto, I Don’t Think We’re in Kansas Anymore.”

Lt Mike Reagan, USCG

TRICARE Prime Remote (TPR)



C & CS Conference
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LT Mike Reagan, USCG
TRICARE Management Activity
Washington, DC

TRICARE

Why TPR?

- FY98 DoD Auth Act required:
  - Medical coverage for Active Duty Service Members (ADSM) of the armed forces in remote locations comparable to TRICARE Prime benefit option.

- Implemented 1 Oct 99

TPR Goals

- Provide easier access to health care when ADSMs are remotely assigned
- Assist unit commanders by keeping ADSMs on the job
- Eliminate out of pocket costs for ADSM
- Provide coverage for preventive services

Eligibility

- Active Duty Service Members (ADSMs)
- Eligible Reservists or National Guard Members
- Must reside and work more than 50 miles from the nearest MTF
- Geographic barriers or other unique circumstances

MTF Catchment TPR Waivers

- The ADSM/Unit submits a request to the Lead Agent
- LA forwards the request to TMA/MHSO with recommendation
- TMA/MHSO approves/disapproves

Getting Care

- Primary Care Manager (PCM)
- Health Care Finder (HCF)
- Specialty Care or Fitness for Duty Issues
  - Service Point of Contact (SPOC)

Dental

- ADSM contact the SPOC for authorization or information

- Preauth not required for routine dental
  - $500 per episode of care
  - $1500 per calendar year

- Extensive or specialty care requires preauth by the SPOC

Critical Areas

- Claims Processing
  - non-participating provider issue
- Portability
- Beneficiary Education
  - TPR website: www.tricare.osd.mil/remote

DEPARTMENT OF DEFENSE
UNITED STATES OF AMERICA

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